

**County of Los Angeles**  
**RFP Community and Senior Center Automation Solution**  
**Proposer Questions and Answers**  
**February 6, 2012**

**Question 1.** Are “Desired Features” requirements or specifications? (Reference Appendix C, Exhibit 2 “Desired Features”.)

**Answer 1.** The referenced “Desired Features” are actually what the label states, they are desired features. Since the County is looking for an existing Solution and not a custom programmed Solution, it is understood that it is unlikely that an existing Solution would have everything that would be desirable to the County. The “Desired Features” play a significant role in providing a basis to independently evaluate each proposal against a County stated set of desired features to determine a best match of proposed solutions for the County. Also, any item that a proposer indicates as either, (i) “Yes – Standard Feature...”, or (ii) “Pricing to Add on is on Cost sheet...” and is selected by the County, will become a requirement in the resultant agreement.

**Question 2.** Are all Minimum Requirements required for submission of a proposal for this RFP? (Reference RFP Section 1.4 and Appendix C, Exhibit 1 “Minimum Requirements”.)

**Answer 2.** Yes, all RFP Minimum Requirements listed in the RFP page 2, Section 1.4 which additionally references Appendix C, Exhibit 1 “Minimum Requirements”, must be met in order to be considered.

**Question 3.** Is the preparation and format of the RFP proposal a Minimum Requirement? (Reference RFP Section 2.9 “Preparation of the Proposal”, Section 2.10 “Business Proposal Format”, Section 2.11 “Cost Proposal Format”, and Section 2.12 “Proposals”.)

**Answer 3.** No, see Q&A #2 above. However, in the RFP, Section 2.9 states that *“Any proposal that deviates from this format may be rejected without review at the County’s sole discretion.”* The County has many required forms and submission requirements. Adhering to the proposal format, as indicated in the above referenced sections, facilitates the evaluation process and ensures its proper application. Proposers should make best efforts to follow the proposal format prescribed by the RFP to avoid their responses being overlooked by the evaluators.

**Question 4.** Can any version of Word be used in the proposal response? (Reference RFP Page 22 Section 2.12.1 Word 2010)

**Answer 4.** Yes, clarifying that the County uses Word 2010. However, it is acceptable for proposers to use Word 97- 2003 or newer.

**Question 5.** Can you clarify the GAIN/GROW Participant Employment requirement? (RFP Section 1.26 “Consideration of GAIN/GROW Participants”.)

**Answer 5.** To qualify for this RFP you must meet **one** of the two following conditions for GAIN/GROW participants:

- (a.) Be able to demonstrate a proven record for hiring GAIN/GROW participants, **-OR-**
- (b.) Attest that you are willing to consider hiring GAIN/GROW participants in the future by completing Exhibit 9 of Appendix D.

**Question 6.** What are the requirements for the use of mapping in the system? (Reference Appendix C, Exhibit 2 “Desired Features”, Item 1.19 - Solution includes linking to Web mapping of any address stored in the system and local printing of maps.)

**Answer 6.** Please see Q&A # 1 for what “Desired Features” are. It would be desirable for the proposed Solution to be able to take any address stored within the system and be able to pass those parameters through to a Web mapping process like Bing or Google maps and then return a map to the address for printing. This is to be done while still being linked within the Solution and then returning the user to the same place in the Solution application after exiting the linked mapping process.

**Question 7.** Can the proposed Solution use other methods for scanning the participant ID information such as swipe cards, mag-stripe cards, or fobs? (Reference Appendix C Exhibit 1 “Minimum Requirements”, Item #6 requiring standard barcode reading.)

**Answer 7.** The Minimum Requirement of having standard barcode reading, example listed as 39 barcode standard, does not preclude the proposer from having other additional methods such as mag-stripe, fobs, or other types of swipe cards.

**Question 8.** Is there a relationship between the “Desired Features” to include alternate methods for consumer check-in and the “Minimum Requirement” for using a standard barcode reader such as 39 barcode standard? (Reference Appendix C, Exhibit 2- “Desired Features”, Item 2.7 - Solution includes alternate methods for consumer check-in that is easy for consumers to use themselves.)

**Answer 8.** Only in the respect that both are used to check participants into the Solution. The Q&A # 7 above is a “Minimum Requirement”. The alternate method described in Question # 8 is for a situation where check-in would be

achieved by some other method such as entering the participants name or other identifying information to check-in to the Solution.

**Question 9.** Who supplies the touchscreen monitors, scanners, and portable scanners? (Reference Appendix C, Exhibit 2 “Desired Features”, Item 3.9 - Solution includes capability for County to “upload” scanned consumer and services from a portable hand scanner.)

**Answer 9.** The County will supply the touchscreen monitors and scanners based on a Contractor prepared listing for County approval, of what is compatible with their Solution. (Reference Appendix B “Statement of Work”, Section 1.3 “Facilities and Furnished Items”.)

**Question 10.** What items/features is the County looking for in the dashboard? (Reference Appendix C, Exhibit 2 “Desired Features”, Item 4.5 - Solution includes ability for “dashboards” for location directors and central administration to monitor activities and events.

**Answer 10.** Please see Q&A # 1. Additionally, Item 4.5 ability for dashboards, is within the “Advanced System” section. If the Solution had dashboard(s) that allowed monitoring of activities and events, then additional points could be considered during evaluation for having this “Advanced System” Desired Feature.